BUILDING DEVELOPMENT COMMISSION
Minutes of ~~January~~ June 18~~15~~, 2019 Meeting

Chair, Aaron Moody, opened the Building Development Commission (BDC) meeting at 2:59 p~~3:03 p.m.~~.m. on Tuesday, ~~January~~ June 18, ~~15th,~~ 2019.

Present: Aaron Moody, ~~Travis~~ Vince Busby,~~Haston, Melanie Coyne, Andrew Kennedy,~~ Michael Stephenson, ~~Tom Brasse, Rodney Kiser, Brandon Brown, and~~ Elizabeth Frere, Terry Knotts, Glenn Berry, Rodney Kiser, Brandon Brown, John Taylor, Andrew Kennedy, and Zeke Acosta

Absent: Melanie Coyne, Paul Stefano, and Tom Brasse~~Paul Stefano, Terry Knotts, Glenn Berry, John Taylor and Zeke Acosta~~

1. MINUTES APPROVED
Terry Knotts made the motion to approve the minutes from the May 21, 2019 BDC Meeting, seconded by John Taylor. The minutes were approved unanimously.

2. BDC MEMBERS' ISSUES AND INDUSTRY ASSOCIATION ISSUES
No member or association issues.

3. PUBLIC ATTENDEE ISSUES
No public attendee issues.

4. CSS RESULTS
Patrick Granson introduced Ed Gagnon of Customer Service Solutions, Inc. Mr. Gagnon described the 2019 Code Enforcement Customer Satisfaction Survey. Mr. Gagnon passed out the 2019 survey to board members, sharing that the survey follows eight similar surveys conducted bi-annually since 2002. Survey overview results on all three surveys, satisfaction ratings were up almost universally from 2017 levels. Three Groups include: Oversight up from 6.25 to 7.25, Professionals up from 6.22 to 7.03, Inspections up from 6.59 to 7.55. Overall Commercial focused respondents had higher overall ratings higher ratings than Residential focused respondents.   Responses received were 889 responses a 13.1 response rate. Results from all three groups showed positive trends comparing 2017 to 2019 as data went up across the board. Summary of significant findings 24 of 46 attributes evaluated for satisfaction had ratings above 4.0. The top three areas were web related – Ease of accessing other documents on the internet – Timeliness of permit request and review process – Ease of accessing inspection information via internet. In the Professional's survey what rose to top were professionalism of staff in permitting, courtesy of staff in permitting, and ease with which I can check on the status of my permit. The areas of concern were; ability to quickly reach the right person to address the reason for my call, timeliness of permit request and review process, and employees giving clear explanations of required changes from code deficiencies. The Correlation analysis attributes with the greatest effect on overall satisfaction were, I receive good value for the dollar of Code Enforcement and Permitting services the County provides, I am satisfied with the County's permitting processes and I am satisfied with RTAC Electronic Plan Review. On the Inspection side the top three attributes of satisfaction were ease with which I can check on inspection results, ease with which I can schedule inspections, and ease with which I can make payments. Top 3 areas of concern were, ability to quickly reach the right person to

address the reason for call, timeliness of inspections, and employees listen/understand my points before making th3eir de3cision. Attributes with the greatest effect of overall satisfaction were, I receive good value for the dollar in Code Enforcement and Permitting services which the County provides

Recommendations make based on the customer's voice; recognize staff for positives and great work, Best Practice reviews perceived as positive, effective onboarding of newer customers, emphasize seamlessness, seek technology improvements, improve responsiveness and access to employees.

T. Knotts: You say 2019 survey is better than 2017 survey. How about previous surveys? EG: 2014 had lower ratings, 2010 through 2012 were median, and 2019 is the highest in most cases.

A. Moody: Why was 2014 a lower year? PGG: Our statistics were reflective of the hard work we were doing, and I attribute that to staff. As far as reaching the right person, we have been working hard on this. We have worked in many areas to address this. Went to one line in 2008 and have branched out to several lines and now we are back to one number. Main issue is those wanting to talk to the main person doing their inspection.

J. Taylor: Did you look at and compare other jurisdictions to us? PGG: We did and looked at individual cases.

B. Brown: Did you find anything surprising in this report? PGG: We found the report excellent with a lot of good scores. We have to work on the novice customers coming from out of state and must find a better way to engage these customers.

J. Taylor: What about residential versus commercial? PGG: It is similar. Commercial is high volume with quick delivery and we are down 15 people. We are determining what is the model that works best for this and are currently working on these priorities for service delivery. Resources are the main focus.

5. TECHNOLOGY UPDATE / ACCELA DISCUSSION OF JUNE 13TH

Patrick Granson discussed the Accela Discussion Meeting held on June 13th, saying that it went very well. He then walked the Board through the cost analysis. IT provided additional substance and background as to where the RFBA began and the statement of work. Patrick then asked if Chairman Aaron Moody had anything he would like to add from his perspective of this meeting. Aaron read an email sent to him by board member Tom Brasse saying that the BDC felt like Code Enforcement knew the contract was going to increase, which lead to the frustration that was identified, which is why folks walked away from the June 13th discussion feeling much better about the overall contract and fees. Aaron went on to say that the Board wants to continue with Accela and the Gartner report recommendation. Patrick Granson shared with the Board that he had contacted vendor and asked them to lower the annual fee, as 7% was unacceptable. Patrick went on to say that he is awaiting vendor's response, providing a better rate.

J. Taylor: Did you ask the audit question? PGG: Yes, an audit to that extent was so out of the box, the cost will be astronomical.

A. Moody: All BDC members walked away understanding what the original RFBA entailed and what the 2nd phase RFBA entailed.

J. Taylor: What about proprietary? A. Moody: It is entirely inhouse. We are keeping all our designs.

Aaron Moody asked the board for a vote in today's meeting and shared by doing so, we would receive a $50k credit for accepting the contract before month end. Patrick Granson shared that 5 years down road Mecklenburg will be working with towns and they want to see them using the same process. We are currently building a machine to do this.

A. Moody: Did the approved budget include the 7%? PGG: No, not the FY20 budget.

E. Frere: I do not believe we should accept any more than 5%. PGG: We need to go back to we want and that's 3%.

Aaron asked BDC members if they wanted a conference call on the final numbers?

J. Taylor: What is the justification? TS: It is the annual maintenance providing more storage space, new revisions year to year, and cost increase year to year. Other vendors have other maintenance costs.

Aaron Moody, John Taylor and Patrick Granson all agreed this is contingent on the number they come back with as their maintenance cost percentage.

$1.8MM is needed to bring Permitting and Inspections processes to the next level

$1.6MM is needed for the gap analysis and for EPM/EPR

Aaron Moody, BDC Chairman, made the motion to approve the RFBA for $1.6MM to cover the gap analysis and for EPM/EPR. Glenn Berry seconded the motion. The motion passed unanimously.

6. HOMEOWNER INTERNET PERMIT PROCESS (HIP)

Patrick shared with the board that HIP was created in 2014 for residential projects less than $30K when a homeowner serves as the contractor, allowing the homeowner to submit a building permit application online. Challenges arise when we issue permits to homeowners and they must reside in the home for 12 months after renovation then the contractor flips and sells it. The HIP program requires the homeowner be the primary resident and if not; it breaks the law and the general statutes. HIP works but is being manipulated for multiple sites and there is no way to validate. These issues are creating challenges in the field. Some work is being done without the proper inspections. We are going to shut this program off and not allow any new homeowners to create HIPs. Customers will now come into the office and meet with CSC and CTAC departments. At this time, we will leave HIP active until we have taken care of our flood customers. Last month we processed 184 HIPs; some of which were decks.   We will come up with a strategy to retrain our customers and bring this back to you next month.

Jeff Griffin shared that the homeowner has to be present for the inspection and when homeowner is not present, the inspector must reschedule and return when the homeowner is present.

A. Moody: Is there a way to salvage this system? PG: HIP is producing 1,000-1,200 permits annually.

A. Moody: How many are valid? JG: 30% are being approved.

A. Moody: Looks like it allows homeowners to get in over their heads. PG: HIP is used a lot by investors and work is being done by just about anyone. We may retool or reshuffle HIP because we believe there is a place for HIP but today we are just not sure where it belongs which is why we are shutting off the funnel of volume.

7. WEB SITE OVERHAUL

Shannon Clubb provided an overview of Code Enforcement's web site overhaul sharing that a team of 25 subject matter experts reduced content by half. Organized content in a way that is organic for customers and used graphics and layout to make the content more digestible. Shannon then walked through the new test site showing the board that they kept toolboxes for customers to revisit in the future. Graphics are more modern. Breadcrumbs are more functional. Owner dashboard more functional. Reorganized permitting inspections plan review. Rebranding of Code Administration is now called Code Information and Appeals for each trade. Added a calendar function for customers. New feature has a login. New design will become live July 1st. Shannon went on to say that communications will be distributed this week informing our customer base.

8. RIVER SIDE AND LAKE DRIVE FLOOD

Patrick shared an overview of the flooding at River Side and Lake Drive, stating that on June 10th, Code Enforcement began doing customer outreach, with staff stationed at Fire Station 33. We have been performing field inspections and assisting the community to get their power turned back on for those structures that are habitable. For those that had severe damage, we are providing temporary power pole service so clean up and construction can begin. Clay Goodman, David's team, Ted Panagiotopoulos, and storm water demo have been out there for 9 days. Some houses are below the floodplain.

9. MAY STATISTICS

Permit Revenue

- May permit (only) rev $3,062,216 compared to April permit (only) rev $2,505,390 FY19 budget projected monthly permit rev; $2,277,632
- YTD permit rev = $27,604,658 is above projected rev ($25,053,952) by $2,550,706 or 10.18%

Permits Issued:

	April	May	3 Month Trend
Residential	5868	6894	5098/5868/6894
Commercial	3408	3675	2623/3408/36753
Other (Fire/Zone)	323	345	7998/323/345
Total	9599	10914	7998/9599/10914

- Changes (April/May); Residential up 15%; commercial up 7%; total up 12%

Inspection Activity: Inspections Performed

Insp. Req.	Apr	May	Insp. Perf.	Apr	May
Bldg.	8,976	10,200	**Bldg.**	8,693	10,138
Elec.	9,718	10,338	**Elec.**	8,435	8,888
Mech.	4,913	5,455	**Mech.**	4,473	4,870
Plbg.	4,472	4,933	**Plbg.**	3,763	4,063
Total	28,079	30,926	**Total**	25,364	27,959

- Changes (Apr-May); requests up 9%; inspect performed up 9% overall
- Insp performed were 90% of insp. requested

Inspection Activity: Inspections Response Time (new IRT report)

Insp.	OnTime %	Total % After 24 Hrs. Late	Total % After 48 Hrs. Late	Average Resp. in Days

Resp. Time	Apr	May	Apr	May	Apr	May	Apr	May
Bldg	89	86.6	99	98.5	99.8	99.8	2.09	1.63
Elec.	88	86.1	99	98.3	99.9	99.8	1.12	1.56
Mech.	88	84	99	97.8	99.9	99.8	1.12	1.18
Plbg.	94	88.9	99.7	98.9	100	99.9	1.06	1.12
Total	89	86.3	99.2	98.4	99.9	99.8	1.42	1.45

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%; May is currently 86.3%.**

Inspection Pass Rates for May 2019:

OVERALL MONTHLY AV'G @ 83%; in April was 84%

Bldg:	Apr – 76.75%	**Elec**:	Apr – 83.49%
	May – 75.71%		May – 83.48%
Mech:	Apr – 87.55%	**Plbg:**	Apr – 89.39%
	May – 87.43%		May – 90.47%

- Overall average at 83%, above the 75-80% goal range.

OnSchedule CTAC and Booking Lead Times for May 2019

CTAC:
- 107 first reviews, compared to 108 in April
- Project approval rate (pass/fail) – 64%
- CTAC was 31.94% of OnSch (*) first review volume
     *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:
- January, 17: 217 – 1st rev'w projects; on time/early – 89% all trades, 90% on B/E/M/P only
- February, 17: 237 – 1st rev'w projects; on time/early – 91.35% all trades, 92.8% on B/E/M/P only
- March, 17: 279 – 1st rev'w projects; on time/early – 88.7% all trades, 90% on B/E/M/P only
- April, 17: 216 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- May, 17: 303 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June, 17: 277 – 1st rev'w projects; on time/early – 95.8% all trades, 96% on B/E/M/P only
- July, 17: 260 – 1st rev'w projects; on time/early – 95.02% all trades, 97% on B/E/M/P only
- August, 17: 282 – 1st rev'w projects; on time/early – 95% all trades, 96% on B/E/M/P only
- September, 17: 224 – 1st rev'w projects; on time/early – 91% all trades, 96% on B/E/M/P only
- October, 17: 236 – 1st rev'w projects; on time/early – 92% all trades, 95% on B/E/M/P only
- November, 17: 243 – 1st rev'w projects; on time/early – 87% all trades, 95% on B/E/M/P only
- December 17: 182 – 1st rev'w projects; on time/early – 62% all trades, 70% on B/E/M/P only
- January 18: 210 – 1st rev'w projects; on time/early – 68% all trades, 73% on B/E/M/P only
- February 18: 286 – 1st rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- March 18: 271 – 1st rev'w projects; on time/early – 87% all trades, 93% on B/E/M/P only
- April 18: 283 – 1st rev'w projects; on time/early – 90% all trades, 95% on B/E/M/P only
- May 18: 252 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only

- June 18: 262 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- July 18: 219 – 1st rev'w projects; on time/early – 90% all trades, 94% on B/E/M/P only
- August 18: 272 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- September 18: 207 – 1st rev'w projects; on time/early – 87% all trades, 90% on B/E/M/P only
- October 18: 212 – 1st rev'w projects; on time/early – 88% all trades, 93% on B/E/M/P only
- November 18: 255 – 1st rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only
- December 18: 181 – 1st rev'w projects; on time/early – 87% all trades, 92% on B/E/M/P only
- January 19: 252 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- February 19: 278 – 1st rev'w projects; on time/early – 93% all trades, 94% on B/E/M/P only
- Mar 19: 254 – 1st rev'w projects; on time/early – 91% all trades, 92% on B/E/M/P only
- Apr 19: 302 – 1st rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- May 19: 284 – 1st rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on May 28, 2019, showed
  - 1-2 hr projects; at 2-26 work days booking lead,
  - 3-4 hr projects; at 2-26 work days lead,
  - 5-8 hr projects; at 2-28 work days lead,
- CTAC plan review turnaround time; BEMP at 5 work days, (all others @ 1 day)
- Express Rev'w booking lead time; 6 work days for small projects, 6 work days for large projects

Fire Marshal's Office

- Inspections Performed (new) – 96
- Plan Reviews Performed - 97
- Recurring Fire Inspections – 566
- Public Education Programs – 27
- Fire / Other Incident Investigations – 30

10. Manager/CA Added Comments

Jeff Vernon shared the rebranding of Code Consistency is now called Code Academy and Code Connections. Code Connections will be held on July 3rd.

11. Patrick Granson made a special point to thank Melanie Sellers, Angie Traylor, Shannon Clubb, and Tejinder Singh for all the hard work they have put into the Accela and Web Site projects.

12. Adjournment

The June 18th meeting of the Building Development adjourned at 4:24 p.m. The next meeting of the Building Development Commission is scheduled for July 16, 2019.

1. ~~**MINUTES APPROVED**~~

2. ~~Tom Brasse made the motion to approve the minutes from the December 18th, Building Development Commission Meeting seconded by Travis Haston. The motion passed unanimously.~~

3. ~~_____~~

4. ~~**BDC MEMBERS' ISSUES AND INDUSTRY ASSOCIATION ISSUES**~~

5. ~~Michael Stephenson asked if the Department was not accepting COMcheck any longer. Tommy Rowland shared with the board that before the Department of Energy will issue COMceck they must complete the Energy Code. They denied COMcheck in 2018 because it was just too much. Tommy went on to say you can use ASHRAE 2018 but only if the entire project uses ASHRAE. Before the Department of Energy officials accept the code in this state, ASHRAE is our only alternative. If you go with ASHAE, you may find it to be 18-19% more restrictive than the energy code for the entire project.~~

6. ~~~~

7. ~~Jeff Vernon shared that training is scheduled for February and March. Industry invites will be distributed to all. Mr. Granson noted that we need to develop modeling for submissions. First will be the Energy Code for residential then commercial will follow. Paperwork is in early stages. Jeff Griffin shared that there are several options for REScheck. Patrick asked to be sure this is displayed for the inspector to check. Inspectors shouldn't be confused on which route to take. Jeff Griffin suggested placing this in the plan review process, so inspectors are aware. Aaron Moody recommend the same for the OnSchedule application. Michael Stephenson asked if the Department will issue a notice on various options.~~

8. ~~Patrick and members agreed to park this issue. The Department will work with Shannon on a notification to be distributed.~~

9. ~~~~

10. ~~Michael Stephenson shared with the group that the GCAA has a new Executive Director, Kim Graham and that Bryan Holladay is no longer with the GCAA.~~

11. ~~~~

12. ~~Tom Brasse asked if Jeff Griffin if we are running this in the field and have contractors been notified. Jeff replied there are questions as to how inspectors can be notified, and it has not been communicated to contractors. Prescriptively, they have options. This issue will be communicated to key players and will include other methods for compliance. All agreed this is a big hit for those looking for REScheck. Tom asked if this has been discussed in any code change meetings, Jeff responded, no.~~

13. ~~~~

14. ~~Tom Brasse asked if the Department would commit to distributing a short notification by end of week. He suggested a simple statement regarding the new code change, no longer being able to use REScheck, and providing other options.~~

15. ~~Melanie Coyne asked if the Department could create a pop-up for the dashboard. Patrick shared, to add a pop-up on dashboards will be costly. Patrick went on to say Mecklenburg County can push a notification out through NotifyMe and then representatives can in turn, push it out through their industry. Code Administrators will contact DOE to clarify the supporting notification.~~

16. ~~~~

17. ~~**PUBLIC ATTENDEE ISSUES**~~

18. ~~No public comments.~~

19. ~~~~

20. ~~**NEW BDC NC AMERICAN SOCIETY OF LANDSCAPE ARCHITECTS**~~

21. ~~Aaron Moody and Patrick Granson introduced and welcomed Elizabeth Frere who now represents the NC American Society of Landscape Architects. Elizabeth graduated from UNCC with a Master of Urban Design in 2013. Elizabeth currently works for UNCC as a Capital Projects - Project Manager. She has been with the University for more than 10 years.~~

22. ~~~~

23. ~~**2018 ATTENDANCE REPORT AUTHENTICATION**~~
24. ~~The 2018 BDC Attendance Report was presented to Chair and Vice-Chair for authentication. Attendance of all BDC Members met the guidelines of the BOCC.~~
25. ~~.~~
26. ~~**BDC VICE-CHAIR NOMINATION AND FORMAL VOTE**~~
27. ~~The Chair, BDC Members and Director of Code Enforcement agreed to table this issue for another meeting.~~
28. ~~.~~
29. ~~**FY20 BDC BUDGET PRIORITIES**~~
30. ~~Patrick discussed the Departments budget priorities. A/es are not graded this first quarter.~~
31. ~~Bdc thoughts on what they think is important for budget:~~
- ~~-mc consnstent with last year – hacking episode and solution to minimize impact for hacking and redundancy built into that.~~
- ~~TB mobile app w/ gps option~~
- ~~BB: Temporary permitting for special events? For existing buildings.~~
- ~~@++pgg will give bdc an updat in February meeting~~
- ~~(priorities and justificatioms)~~
- ~~Mc what are options of denial? Those are things you want us to contribute to time and monmey. We want to provide.~~
- ~~Aa: bdc generating list: service permitting fees development and upgrades app and prevention from hack attack~~

- ~~Th asked if they can get code books through the couty as a discount – pgg conflict of interest usimg icc pricing break~~
- ~~2018 are available for free for you but to download you have to pay through icc.~~
- ~~Budget Sub-Committee Meeting Dates / Agendas~~
32. ~~.~~
33. ~~**CODE TRANSITION UPDATE**...**Patrick Granson**~~
34. ~~Staff have done an excellent job. 60 projects didn't make it we are working with them to get them back on schedule. Thanked management team, tom smith thank you.~~
35. ~~**ACCELA MEETING OUTLINE**...**Patrick Granson**~~
36. ~~+++rebeccca insert the Accela meeting dates and outlines~~
37. ~~Pgg will give presentation to bdc after the accela meeting presentation.~~
38. ~~Mc how often will you update us? I have memo w/ eb now to send you. We are still working on the best way to distribute updates throughout phasing.~~
39. ~~.~~
40. ~~Tb is the city involvd in this at all? (how to integrate one stop shop) pgg: there will be a connection (bridge) this I on elect plan management. Gets into the app permitting and inspection moduels in upgrades and modual enhance,ents . will talk moein July. Only electronic plan moduels.~~
41. ~~.~~
42. ~~**QUARTERLY REPORTS**..**Jeff Vernon**~~
43. ~~.~~

44. **Customer Service Center & Administrative Support Team**

45. o   Walk-In Volume - LUESA 11,159 / Code 7,350 / CSC 2,664

46. o   Customers Served (Residential 1,522 / Docs & Insp 746)

47. o   Phone Volume - CSC 5,726 (96 avg. day), Code 23,490 (393 avg. day)

48.   AST 7,759 (130 avg. day)

49. o   Phone Interaction Time - CSC 0:02:00 - Code 0:02:18

50.

51. **Commercial Plan Review Report**

52. Part I: 65% of projects pass on 1st rev'w (dn 1 from 66%) 79% passed on 2nd rev'w (dn 9 from 88%)

53. pass rates on 1st review by trade:

54.   Bldg- 78% (dn 1%); Elec – 79% (dn 5%); Mech – 75% (dn 6%); Plbg – 78% (dn 2%);

55. Part II: most common defects: examples

56. Bldg: Appendix B, Means of Egress, Exit Requirements

57. Elec: General, Services/Feeders, Branch Circuits

58. Mech: Equip. location and installation, Exhaust systems, Fresh air requirement

59. Plbg: Installation of Plumbing Systems, Sanitary Drainage Piping, water distribution piping and materials

60. Part III: use of "approved as noted" (AAN) at 31% by all trades on average (up 1% from last quarter)

61. biggest users; CFD (78%) and MCFM (65%)

62. critical path users;   Bldg-28% (was 30%), Elec-17% (was 14%),

63.   Mech-12% (was 13%), Plbg-14% (was 16%),

64. So Bldg dn 2%, Elec dn 3%, Mech dn 1%, and Plbg dn 2%.

65.

66. **Code Compliance Report**

67. Rough/finish % split varies, some up, some down

68. Bldg; rough @ 42.18% (was 42.25%), finish @ 19.50% (was 19.77%)

69. Elec; rough @ 23.25% (was 23.38%), finish @ 55.47% (was 55.97%)

70. Mech; rough @ 30.70% (was 29.87%), finish @ 53.56% (was 53.40%)

71. Plbg; rough @ 34.11% (was 34.45%), finish @ 29.14% (was 30.67%)

72.

73. **Consistency Team Report**

74. Building: held 2 meetings this quarter.

75. Bldg-Residential: addressed a total of 13 questions; contractor attendance averaged 8 at each meeting.

76. Bldg-Commercial: addressed a total of 17 questions; industry attendance averaged 7 at each meeting.

77. Electrical: held 2 consistency meetings. In total, the meetings addressed 24 topics. Contractor attendance averaged 11.

78. Mechanical/Fuel Gas: held 2 consistency meetings addressing 14 topics. Contractor attendance averaged 5 persons.

79. Plumbing: held 2 consistency meetings addressing 9+ topics. Contractor attendance averaged 3 persons.

80.

81. **Code Interpretation Quarterly Newsletter** …..……………...............C/A's and S. Clubb

82. At the request of the BDC & the AE-GC-Builder Task Force, in April 2015 the CA's introduced the code interpretation quarterly newsletter, CA Quarterly. You will recall we reviewed the format with you.

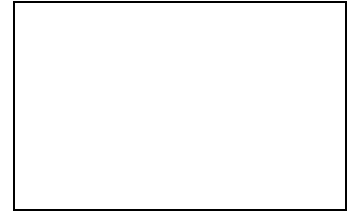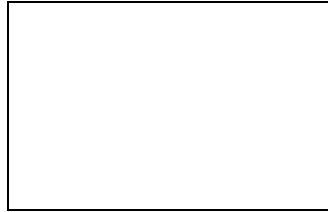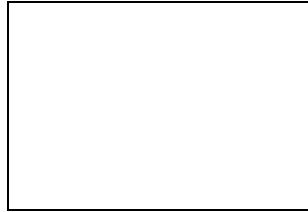83. At the end of January, we will publish the next edition covering October, November and December.
84.
85.
86. **QUARTERLY BDC BULLETIN EXERCISE...Patrick Granson**
87. **Previous bulletin topics:**
88. **October 2016**

89. 90. **January 2017**	9 92. **April, 2017**	9 94. **July, 2017**	
95. New BDC members	106. Veteran Apprenticeship Program – One Year	118. FY18 Budget Proposal	130. Cust. Satisfaction Survey
96.	107.	119.	131.
97. November 3rd Brown Bag Consistency Luncheon	108. A/E Feedback Tool FY17 Results	120. Mega Team Realignment	132. Governance Progress
98.	109.	121.	133.
99. NFY16 EOY Numbers Highlighting TIP	110. RTAC/CTAC Audit	122. Technology Enhancements	134. Code Heroes
100.	111.	123.	135.
101. NC PE Board Extends Criteria on PE Seal Use in BIM-IPD	112. High Superior Professional Certification	124. Building with our Veterans Year Two	136. Open Counter
102.	113.	125.	137.
103. 2018 Building Code Adoption Schedule	114.	126.	138.
	115.	127.	139.
104.	10 116.	1 128.	140.
			1 141.

142. **October, 2017**	14 144. **January, 2018**	1 146. **April, 2018**	1 148. **July, 2018**
			175. HCDT Update
149. A/E Inspections Client Feedback Tool	157. Ransomware Attack & Operational Systems Outage	165. After Ransomware Attack	176.
150.	158.	166.	177. 2018 NCSBC Changes
151. Journeyman Program Ends	159. Emergency Response Software Tool	167. Governance	178.
152.	160.	168.	179. Web Permit Focus Group
153. New Board Members	161. Governance	169. Technology Update	180.
154.	162.	170.	181. AIA-HCDT – BIM Presentation
155. Code Enforcement Annual Report	163. Inspector Client Feedback	171. FY19 Budget Update	182.
	15	172.	183.
		1 173.	1

184. **October, 2018**	18 186. **January, 2019**	1 188. **April, 2019**	1 190. **July, 2019**
191. 2018 NCSBC Effective Change Dates			
192.			
193. HB-948 Early Observations		202.	205.
194.	19 200.	2 203.	2 206.

195. ~~Focus Group Update~~
196.
197. ~~HCDT is now the~~
198. ~~Special Projects Team~~

207.

208. **Possible new topics:**

209. **New BDC Members**

210. **HB-948 9 paets and we are focused o secton 1. Ive a wrap uo om wjere we are going now and how we work through anad request those type and paperwork ecessary for that type of inspections house representative brody understands and the licensing board understands.**

211. **Code Change Update & energy code challenges (tb) sharing an thanking industry made transion and no longer working in fy12 code travis wouldnot mention energy code info until meeting.**

212. **FY20 Budget Preparation**

213.

214. **DEPARTMENT STATISTICS AND INITIATIVES REPORT...Patrick Granson**

215. **Permit Revenue**

216. December permit (only) rev $3,137,423 compared to November permit (only) rev $2,110,570

217. FY19 budget projected monthly permit rev; $2,277,632.

218. YTD permit rev = $15,778,893 is above projected rev ($13,665,792) by $2,113,101 or 15.5%.

219.

220. **Permits Issued:**

221.	222. November	223. December	224. 3 Month Trend
225. Residential	226. 4596	227. 4027	228. 5425/4596/4027
229. Commercial	230. 2736	231. 2746	232. 2928/2736/2746
233. Other (Fire/Zone)	234. 286	235. 222	236. 394/270/222
237. Total	238. 7,602	239. 6,995	240. 8747/7602/6995

241. Changes (Nov Dec); Residential dn 14%; commercial dn .4%; total dn 8.7%

242.

243. **Inspection Activity: Inspections Performed**

244. Insp. 245. Req.	246. 247. Nov	248. 249. Dec	250. Insp. 251. Perf.	252. 253. Nov 254.	255. 256. Dec 257.

258. Bldg.	259. 8,656	260. 6,941	261. Bldg.	262. 8,604	263. 7,065
264. Elec.	265. 9,446	266. 7,757	267. Elec.	268. 7,891	269. 6,721
270. Mech.	271. 5,248	272. 4,497	273. Mech.	274. 4,533	275. 4,106
276. Plbg.	277. 4,210	278. 3,261	279. Plbg.	280. 3,513	281. 2,765
282. Total	283. 284. 27,560 285.	286. 287. 22,456 288.	289. Total	290. 291. 24,541	292. 293. 20,657

294. ~~Changes (Nov-Dec); requests dn 22.7%; inspect performed dn 18.8% overall~~

295. ~~Insp performed were 92% of insp. requested~~

296. ~~~~

297. **Inspection Activity: Inspections Response Time (new IRT report)**

298. Insp. 299. Resp. Time	300. OnTime %		301. Total % After 24 Hrs. Late		302. Total % After 303. 48 Hrs. Late		304. Average Resp. in Days	
	305. Nov	306. Dec	307. Nov	308. Dec	309. Nov	310. Dec	311. Nov	312. Dec
313. Bldg	314. 80	315. 4	316. 7	317. 5	318. 9.5	319. 9.1	320. .72	321. .33
322. Elec.	323. 2	324. 6	325. 4	326. 1	327. 9.0	328. 8.3	329. .34	330. .45
331. Mech.	332. 0	333. 4	334. 3	335. 0	336. 8.9	337. 8.3	338. .37	339. .49
340. Plbg.	341. 84	342. 1	343. 8	344. 7	345. 9.7	346. 9.8	347. .19	348. .22

349. ~~T~~ ~~ot~~ ~~al~~	350. ~~1~~ 6	351. ~~1~~ 0	352. ~~1~~ 5	353. ~~1~~ 3	354. ~~9.~~ 9. 3	355. ~~8.~~ 8. 8	356. ~~.4~~ 4	357. ~~.3~~ 9

- ~~Per the BDC Performance Goal agreement (7/20/2010), the goal range is 85-90%; December is currently 70%.~~

~~Inspection Pass Rates for December 2018:~~
~~OVERALL MONTHLY AV'G @ 84% in November was 85%~~
~~Bldg: Nov – 79.03%   Elec: Nov – 84.61%~~
~~Dec – 78.11%   Dec – 83.18%~~

~~Mech: Nov – 87.68%   Plbg: Nov – 91.07%~~
~~Dec – 85.87%   Dec – 91.09%~~
- ~~Overall average at 84%, above the 75-80% goal range.~~

~~OnSchedule CTAC and Booking Lead Times for December 2018~~
~~CTAC:~~
- ~~95 first reviews, compared to 90 in November~~
- ~~Project approval rate (pass/fail) – 64%~~
- ~~CTAC was 38.93% of OnSch (*) first review volume~~
  ~~*CTAC as a % of OnSch is based on the total of only scheduled and Express projects~~

~~On Schedule:~~
- ~~January, 16: 188 -1st rev'w projects; on time/early 85.85% all trades, 84.64% on B/E/M/P only~~
- ~~February, 16: 219 -1st rev'w projects; on time/early 84.88% all trades, 82.75% on B/E/M/P only~~
- ~~March, 16: 241 -1st rev'w projects; on time/early 84% all trades, 85.25% on B/E/M/P only~~
- ~~April, 16: 240 -1st rev'w projects; on time/early 88.38% all trades, 91.25% on B/E/M/P only~~
- ~~May, 16: 237 -1st rev'w projects; on time/early 90.62% all trades, 94.5% on B/E/M/P only~~
- ~~June, 16: 230 -1st rev'w projects; on time/early 91.63% all trades, 95% on B/E/M/P only~~
- ~~July, 16: 215 -1st rev'w projects; on time/early 91.9% all trades, 93% on B/E/M/P only~~
- ~~August, 16: 219 -1st rev'w projects; on time/early 92.75% all trades, 93.25% on B/E/M/P only~~
- ~~September, 16: 246 -1st rev'w projects; on time/early 91.79% all trades, 93.6% on B/E/M/P only~~
- ~~October, 16: 241 – 1st rev'w projects; on time/early – 93.5% all trades, 94.4% on B/E/M/P only~~
- ~~November, 16: 226 – 1st rev'w projects; on time/early – 92.2% all trades, 92.4% on B/E/M/P only~~
- ~~December, 16: 225 – 1st rev'w projects; on time/early – 93.3% all trades, 94.2% on B/E/M/P only~~
- ~~January, 17: 217 – 1st rev'w projects; on time/early – 89% all trades, 90% on B/E/M/P only~~
- ~~February, 17: 237 – 1st rev'w projects; on time/early – 91.35% all trades, 92.8% on B/E/M/P only~~
- ~~March, 17: 279 – 1st rev'w projects; on time/early – 88.7% all trades, 90% on B/E/M/P only~~
- ~~April, 17: 216 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only~~
- ~~May, 17: 303 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only~~
- ~~June, 17: 277 – 1st rev'w projects; on time/early – 95.8% all trades, 96% on B/E/M/P only~~
- ~~July, 17: 260 – 1st rev'w projects; on time/early – 95.02% all trades, 97% on B/E/M/P only~~
- ~~August, 17: 282 – 1st rev'w projects; on time/early – 95% all trades, 96% on B/E/M/P only~~
- ~~September, 17: 224 – 1st rev'w projects; on time/early – 91% all trades, 96% on B/E/M/P only~~
- ~~October, 17: 236 – 1st rev'w projects; on time/early – 92% all trades, 95% on B/E/M/P only~~

- November, 17: 243 – 1st rev'w projects; on time/early – 87% all trades, 95% on B/E/M/P only
- December 17: 182 – 1st rev'w projects; on time/early – 62% all trades, 70% on B/E/M/P only
- January 18: 210 – 1st rev'w projects; on time/early – 68% all trades, 73% on B/E/M/P only
- February 18: 286 – 1st rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- March 18: 271 – 1st rev'w projects; on time/early – 87% all trades, 93% on B/E/M/P only
- April 18: 283 – 1st rev'w projects; on time/early – 90% all trades, 95% on B/E/M/P only
- May 18: 252 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June 18: 262 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- July 18: 219 – 1st rev'w projects; on time/early – 90% all trades, 94% on B/E/M/P only
- August 18: 272 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- September 18: 207 – 1st rev'w projects; on time/early – 87% all trades, 90% on B/E/M/P only
- October 18: 212 – 1st rev'w projects; on time/early – 88% all trades, 93% on B/E/M/P only
- November 18: 255 – 1st rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only
- December 18: 181 – 1st rev'w projects; on time/early – 87% all trades, 92% on B/E/M/P only

Booking Lead Times
- On Schedule Projects: for reporting chart posted on line, on December 31, 2018, showed
- 1-2 hr projects; at 2-11 work days booking lead,
- 3-4 hr projects; at 2-11 work days lead,
- 5-8 hr projects; at 2-11 work days lead,
- CTAC plan review turnaround time; BEMP at 3 work days, (all others @ 1 day)
- Express Rev'w booking lead time; 5 work days for small projects, 6 work days for large projects

Fire Marshal's Office
- Inspections Performed (new) – 60
- Plan Reviews Performed - 102
- Recurring Fire Inspections – 331
- Public Education Programs – 3
- Fire / Other Incident Investigations – 19

13. Manager/CA Added Comments
- Managers: Tom S; Chuck W; Howard G; Wendell D; Sophia H.
-   Ted P, J Griffin mon feb 4th 6 hour class with significant changes how to sign up $60 send to members here – rebecca to send notify me blast , Steve P, Andy H.
- Code Administrators; Jeff Vernon code book orders discount with doi web site cheaper, Tommy Rowland, David Rains
- Support: Communications by Shannon C, Training by Angie T.

- Leadership team; Director of Insp. David G., Director of Plan Review, Melanie S., Sr. Fiscal Analyst, Stephanie P.

14. Adjournment 4:19 adjourned